

The Dataset

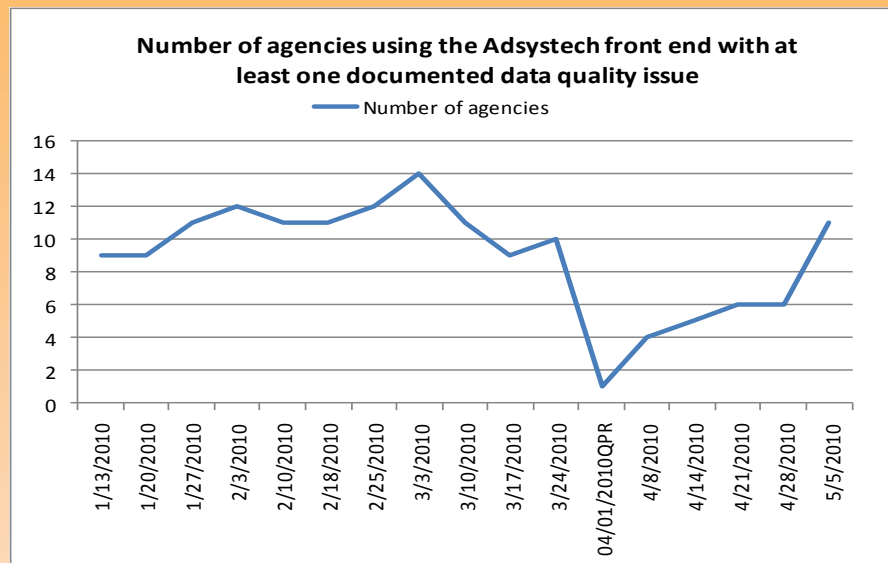
May 18, 2010

an HMIS user-community newsletter for HPRP Providers

Page 1

Commerce To Request Data Entry Deadlines

Due to our continued learning about submitting data to HUD, the Department of Commerce is requesting agencies have all backlogged data entry for HMIS completed by a deadline that is one week prior to Commerce's HUD submission deadline. Each quarter, HMIS administrators at Commerce have seen that there is a flurry of data entry that takes place in the 2-week period preceding the HUD reporting deadline. This exaggerated data entry activity results in a higher percentage of errors that Commerce staff have to eliminate before submitting data to HUD. The chart shows how data entry errors spike in the weeks prior to the QPR dead-



lines; this corresponds to a similar spike in data entry activity during the same time period. In many agencies, the flurry of activity near the end of a quarter comes after weeks of no or little data entry, suggesting that data entry is postponed to a later date rather than being done on a regular basis. The errors drop to nearly zero at report submission time due to efforts by Commerce staff through one-on-one outreach to users. The deadlines for 2010 are:

- June 25
- September 24
- December 24

These deadlines apply only to backlogged data entry; you should continue entering client data in to the HMIS as clients present themselves.

Please use HMIS on a daily basis. To assist you with a speedy data entry process, Commerce has on its website a sample Client [Intake](#) form that captures data in the same order that it is entered in the HMIS. This form can be downloaded as an Excel file and re-formatted to meet your agency's needs. If there are other ways Commerce can help you get to a daily data entry routine, please let us know. We're happy to help.

User Training and Experience Satisfaction Survey Forthcoming

The Department of Commerce will be asking all HMIS users to take a very quick survey in the near future. The survey will ask about users' experiences during training, data entry, receiving technical assistance, and overcoming challenges of using the HMIS. Please take a few minutes to help the Commerce Technical Assistance Team learn how it can better serve the homeless providers of Washington State.

Auto-Generated Enrollment Service Now Required

Background

After receiving notification from HUD that the Department of Commerce had some data quality issues on our last HUD submission, we have developed a new policy for the service called ‘Enrollment’. This ‘service’ is generated automatically at the time of enrollment, and can be seen on the Services Provided page of the system. HUD requires that each household receive an initial assessment, and this is regarded by HUD as an instance of Case Management. The ‘Enrollment’ service fulfills this requirement, as it is counted by the QPR as an instance of Case Management.

Action Required

When you go to attribute services to a Head of Household, you should not delete or overwrite the auto-generated ‘Enrollment’ service. Begin the process of adding a new service by clicking on ‘New’ and then selecting a service from the ‘Activity’ dropdown menu, filling in the required fields, and clicking on ‘Save’. In the past, you may have learned from Commerce staff that it was okay to overwrite the ‘Enrollment’ service; please disregard that instruction from this point forward.

Exception: If you pay for case management with non-HPRP funds, then the ‘Enrollment’ service should be deleted. You would not add any case management services under this scenario. Please call Commerce if you have any questions about this procedure.

Data Entry Order is Critical to Minimizing Errors

Remember that there is a definite order that client data should be entered in the HMIS to avoid data quality issues. If you enter client data in the following order, you are sure to avoid multiple phone calls from the Department of Commerce:

1. Enter all family member data in Central Intake, beginning with the Head of Household on the **HoH Intake** page, followed by the **Household Statistics** page, where you enter additional family members and income data. Make sure all family members are entered here *before* program enrollment
2. Enter all family members into the program at the same time. Do not uncheck any check boxes in the household list during the enrollment process.
3. Answer all questions for all family members. Remember that you will have to scroll through family member records in order to answer the Program Entry questions for each member.
4. Attribute Services only to the Head of Household; services should not be given to any other family members for the purposes of HPRP.

